

OFFICIAL FILE

I.C.C. DOCKET NO. 01-0257

REST Exhibit No. 9

Witness Christel Van Dyke

Date 6/14/01 Reporter CB

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April 5, 2001

Via Overnight Delivery

Ms. Christel Van Dyke
18206 S. 66th Avenue
Tinley Park, IL 60477

Re: ICC Docket No. 01-0257

Dear Ms. Van Dyke:

As a follow-up to the message I left Wednesday afternoon, I am writing to provide additional information about the new telephone service that Ameritech is establishing at your residence. The new telephone number is 708-532-3788, and it is my understanding that you should have dial tone by 5 p.m. today. Because I did not know what services or features you might want, the only service on the line (other than dial tone) is non-published number service. I also did not select long-distance or local toll carriers for the account, so that such calls cannot be dialed directly on the line. (It would be possible, however, to make such toll calls – generally at higher rates – using a dial-around number.) You should call Ameritech customer service at 800-244-4444 to select toll carriers and to add whatever other services you might want, such as call waiting or Caller ID. The installation charges also are supposed to be waived, so please let me know if such charges somehow end up on your bill.

I also have some information regarding your prior service. According to our records, your telephone number was 708-614-0032 through early March 2000, when it was changed to 708-614-9793. I assume this change was made at your request. The final bill for 708-614-9793 had been sent to an outside agency for collection, but I have asked that it be recalled pending the resolution of your ICC complaint. Please let me know if you are contacted by anyone attempting to collect on this final bill.

I anticipate sending you certain Ameritech records on your account, such as repair records and screen notes, within the next few days. At that time, I also will let you know whether I need from you copies of billing or calling information that has been purged from our computer system. Please let me know if you have any questions.

Yours truly,

James A. Huttenhower

cc: John Riley, Hearing Examiner